

# How To Whitelist Your ISPA E-Mails

In order to ensure you receive all the important information about your ISPA member benefits, add ISPA to your e-mail whitelist. By adding us to your whitelist, ISPA e-mails will no longer get caught in spam or junk mail filters. Since every e-mail system is different we have provided you with instructions for some of the more popular providers.

## Outlook

If you're using Outlook 2003 or 2007 for your e-mail, you can make sure all ISPA mail is delivered to your Inbox by letting Outlook know you consider it safe. There are a few ways you can do this:

- On the Tools menu, click Options.
- On the Preferences tab, under E-mail, click Junk E-mail.
- Click the Safe Senders or Safe Recipients tab.
- Click Add.
- In the Enter an e-mail address or Internet domain name to be added to the list box, enter the name or address you want added, and then click OK.

## AOL

You can ensure that all ISPA e-mail is delivered to your Inbox by adding our sending address to your address book or by creating a filter.

- Select Settings from the upper right hand corner.
- Choose Spam Controls from the left hand tool bar.
- Select Spam Filters by Address and choose Custom.
- Click Allow Mail From and type @ispastaff.com.
- Click Save.

## Gmail

You can ensure that all ISPA e-mail is delivered to your Inbox by adding our sending address to your address book or by creating a filter.

>>To create a contact:

- Click Contacts along the left side of any page.
- Click the New Contact button in the top-left corner of the Contact Manager.
- Enter your contact's information in the appropriate fields.
- Click Save to add your contact.

You can enter additional contact info by clicking More Information or by clicking the add link next to the appropriate field. Enter your contact's information in the appropriate fields and click Save.

E-mail addresses are automatically added to your Contacts list each time you use the Reply, Reply to all, or Forward functions to send messages to addresses not previously stored in your Contacts list. If these addresses don't appear immediately, try waiting a few minutes or signing out of your account and signing back in. "Also, each time you mark a message as 'Not Spam,' your Contacts list is automatically updated so that future messages from that sender are received in your inbox.

>>To create a filter:

- Click Create a Filter (next to the Search the Web button at the top of any Gmail page).



- Enter the filter criteria From as @ispastaff.com.
- Click Next Step.
- Select Never Send it to Spam.
- Click Create Filter.

>>To create a filter from within a message:

- Click the drop-down menu next to Reply.
- Select Filter messages like this.
- Enter your filter criteria in the appropriate field(s).

## Hotmail

If you're using Hotmail, you can ensure that your ISPA e-mails are delivered to your Inbox by adding our "From" address to your Safe List. Here's how:

- Log on and click the Mail tab to get into your mailbox.
- Click Options - located at the top right, next to Help. Select More Options.
- Click Junk e-Mail.
- Choose Safe and Blocked Senders.
- Select Safe Senders.
- In the space provided, enter the address @ispastaff.com in the "From" line.
- Click Add to List.

Or

- Open your ISPA e-mail and select Mark as Safe.

## Yahoo!

To ensure that your ISPA e-mails are delivered to your Yahoo Inbox (not the Bulk Mail folder), add ISPA to your contacts. Here's how:

- Open your Yahoo mailbox.
- Right click on your latest ISPA headquarters e-mail (ispa@ispastaff.com). Choose Add Sender to Contacts.
- Click Save.
- Repeat the previous steps, adding: boardchairman@ispastaff.com, lynne.mcnees@ispastaff.com and pulse@ispastaff.com.

## Others

Many e-mail programs, including older versions of Outlook, Outlook Express, Eudora, and Netscape Mail, don't provide an easy way for you to whitelist who you want to receive e-mail from. If you're using these e-mail systems and you either aren't receiving your ISPA e-mails or want to make sure you continue to receive your ISPA e-mail in the future, you can contact your provider to solve the problem.

Contact the customer service department or the Postmaster at the company that provides your e-mail or Internet connection (your ISP). Notify them that ISPA mail is e-mail that you would like to receive and ask if they can whitelist us. (Unfortunately, some e-mail systems don't allow whitelisting.) If they do whitelist, they may ask for some information about us. Here's what to tell them:

**Sending Address:** If they ask for our address, give them the address in the "From" line of your most recent ISPA e-mail. **207.67.38.42 (ISPA e-mails); 206.132.28.57 for ISPA Snapshot Surveys**

